

May 31, 1996

**LM 96-38
SM 96-35**

TO: All Schools and Lenders

FROM: Steven P. Arena, Chief, School Services Branch
Therese B. Bickler, Chief, Lender Services Branch

SUBJECT: CSAC Internet Electronic Mail Addresses

CONTACT: School Services Branch (916) 323-9842
Lender Services Branch (916) 324-9970

The Commission is pleased to provide our customers with improved access to CSAC staff through the recent introduction of Commission-wide, Internet accessible electronic mail. It is our goal to use this new tool to provide an improved level of availability and to provide a quicker response to our customers needs.

Please feel free to use the enclosed list of e-mail addresses to contact us as an optional alternative to telephone or written correspondence.

Attachments:

CSAC Contact List
CSAC E-Mail Addresses

CSAC QUICK REFERENCE LIST

Area	Hours	Address	Provides Assistance For:
Application and File Services (A&FS) Branch (916) 445-4355 FAX (916) 445-9286 E-mail: afs@csac.ca.gov	Monday - Friday 7:00 a.m. - 5:00 p.m. Wednesday 2:00 p.m. - 3:00 p.m. Closed for training	P.O. Box 510621 Sacramento, CA 94245-0621	<ul style="list-style-type: none"> Application reject processing for schools and lenders. Manifest processing for lenders. ASAP reprint requests from schools. ASAP/Disclosure reprint requests from lenders. Name/Address changes from schools and lenders. Grant Roster, G-10, G-21, and G-22 changes Guarantee Reinstatement Requests.
Specialized Programs Section (916) 322-2294	Monday - Friday 8:00 a.m. - 5:00 p.m.		<ul style="list-style-type: none"> Inquiries relating to specialized programs (APLE, Byrd, Douglas, State Work Study, Law Enforcement and Child Development)
Claims Office (916) 327-6591 FAX (916) 323-6546 E-mail: claims@csac.ca.gov	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 510631 Sacramento, CA 94145-0631	<ul style="list-style-type: none"> Handles lender technical processing issues related to all claims, including bankruptcy claims, claim adjustments, averts/recalls, and repurchases.
Client Services Branch Sacramento Regional Office (916) 445-4365 FAX (916) 327-1113 E-mail: clientsrv@csac.ca.gov	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 510845 Sacramento, CA 94245-0845	<ul style="list-style-type: none"> School software installation and training. School training on loan and grant products and services. On-line updates (problem resolution only). Streamline and process improvement consultations.
Los Angeles Regional Office (310) 985-8966 FAX (310) 985-8968 clientsrv@csac.ca.gov	Monday - Friday 8:00 a.m. - 5:00 p.m.	Regional Office 6300 State Univ Drive, Ste 220 Long Beach, CA 90815	<ul style="list-style-type: none"> School software installation and training. School training on loan and grant products and services. On-line updates (problem resolution only). Streamline and process improvement consultations. Loan default management services.
Communications Branch (916) 322-5043 FAX (916) 323-3044	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 510845 Sacramento, CA 94245-0845	<ul style="list-style-type: none"> News media contacts. Loan, grant, and other program materials development.
Customer Service Branch FAX (916) 327-6599 <u>School and Lender use:</u> (800) 367-1593 <u>Student use only:</u> (916) 445-0880 E-Mail: custsvcs@csac.ca.gov	Monday - Friday 8:30 a.m. - 5:00 p.m.	P.O. Box 510845 Sacramento, CA 94245-0845	<ul style="list-style-type: none"> Individual student financial aid inquiries. Award status for grants. Loan status inquiries for loans not in default. General program inquiries. Lender of Last Resort. Closed school/false certification inquiries for loans not in default.
Default Prevention Office <u>Public</u> (916) 322-9276 FAX (916) 323-6546 <u>Schools Only: Toll Free</u> (800)-298-9491 E-Mail: dfltprev@csac.ca.gov	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 510630 Sacramento, CA 94245-0630	<ul style="list-style-type: none"> Assists borrowers, lenders and schools with status of preclaim cancellations, deferment/forbearance information. Assists lenders with Preclaim Acknowledgment Report. Assists schools with Delinquent Borrower Report. Provides schools and lenders with default..
Default Prevention cont:			

Area	Hours	Address	Provides Assistance For:
<u>Borrowers Only: Toll Free</u> (800) 298-9490	Monday - Friday 8:00 a.m. - 5:00 p.m.		<ul style="list-style-type: none"> Assists borrowers with status of loans; deferment/forbearance information. Counsel students on repayment options (e.g.; graduated, income sensitive repayment, consolidation loans; repayment indebtedness information).
False Certification Section <u>School and Lender use:</u> (916) 323-2230 <u>Student use:</u> (916) 323-2272 FAX (916) 327-6614 E-mail: falscert@csac.ca.gov	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 510623 Sacramento, CA 94245-0623	<ul style="list-style-type: none"> Lenders, schools and borrowers with false certification, issues or problems.
FAPS Information Line (916) 445-5625	Updated daily at 7:00 a.m. and there- after as needed.		<ul style="list-style-type: none"> System status updates on a daily basis.
Human Resources (916) 323-0436	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 189055 Sacramento, CA 95818-0436	<ul style="list-style-type: none"> Open examinations. Job opportunities.
Information Security Office (916) 324-4843 FAX (916) 323-2627 E-mail: infosec@csac.ca.gov	Monday - Friday 6:00 a.m. - 8:00 p.m.	P.O. Box 510845 Sacramento, CA 94245-0845	<ul style="list-style-type: none"> Logon ID's. Passwords. System access problems. Voice Response System and access problems.
Internal Audits Branch (916) 445-9302 FAX (916) 445-1158	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 510845 Sacramento, CA 94245-0845	<ul style="list-style-type: none"> Information and/or assistance on internal audits of the Student Aid Commission. Coordinates Commission external audits and responses to these audit reports.
Internal Collections (800) 367-1589 E-mail: collect@csac.ca.gov	Monday - Friday 8:00 a.m. - 8:00 p.m. Saturday 8:00 a.m. - 2:00 p.m.	P.O. Box 510623 Sacramento, CA 94245-0623	<ul style="list-style-type: none"> Initial/primary contact for borrowers with defaulted loans. Borrowers wishing to establish repayment schedules. Borrowers seeking written confirmation regarding paid in full defaulted accounts to apply for new loans. Assists lenders and schools with Defaulted Borrower Report.
(916) 324-0258 FAX (916) 324-4027	Monday - Friday 8:00 a.m. - 5:00 p.m.		<ul style="list-style-type: none"> Schools requesting confirmation of borrower repayment status (e.g., paid in full, satisfactory repayment arrangements, etc.).

Investigations Branch (916) 324-2911 FAX (916) 327-8066	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 510633 Sacramento, CA 94245-0633	<ul style="list-style-type: none"> Reporting incidences of suspected student aid fraud. Detecting potential fraud. Preventative techniques.
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Area	Hours	Address	Provides Assistance For:
Lender Services Branch (916) 324-9970 FAX (916) 327-5788 E-mail: lsbmail@csac.ca.gov	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 510625 Sacramento, CA 94245-0625	<ul style="list-style-type: none"> • Policy or procedure questions. • Training regarding regulations, policy & procedures. • Loan production schedules. • Incorrect data on tape, roster, screen or diskette. • Appeals/Waiver requests. • Record layouts. • FAPS testing and training.
Limitation, Suspension & Termination Branch (916) 324-1520 FAX (916) 323-2627 E-mail: kfoley@csac.ca.gov	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 510845 Sacramento, CA 94245-0845	<ul style="list-style-type: none"> • Cohort Default Rate Appeal Disputes
Post Default Services Office (800) 367-1590	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 510623 Sacramento, CA 94245-0623	<ul style="list-style-type: none"> • Borrowers with questions regarding IRS or FTB offset process. • Borrowers with questions regarding Satisfactory repayment letters.
(916) 322-9277	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 510623 Sacramento, CA 94245-0623	<ul style="list-style-type: none"> • Primarily borrowers disputing a default. • Loan issues on defaulted loans. • Closed school/false certification inquiries on defaulted loans.
School Services Branch (916) 323-9842 FAX (916) 327-5788 E-mail: ssbmail@csac.ca.gov	Monday - Friday 8:00 a.m. - 5:00 p.m.	P.O. Box 510625 Sacramento, CA 94245-0625	<ul style="list-style-type: none"> • Policy or procedure questions. • Special requests. • Record layouts. • Cal Grant Training • FFELP Training.
Shipping Center (916) 327-4609 FAX (916) 323-1748 E-mail: mfukui@csac.ca.gov	24 Hours a day	P.O. Box 510845 Sacramento, CA 94245-0845	<ul style="list-style-type: none"> • Bulk loan applications. • Bulk workbooks. • Any CSAC publication (e.g., Counselor Guides, etc.).
Transitional Guaranty Agency (TGA) <u>School and Lender use:</u> (612) 221-0566 ext. 5041 <u>Student use:</u> Collections Department (800) 780-7997	Monday - Friday 8:00 a.m. - 4:30 p.m. Central Time	Attn: TGA Bankruptcy Unit 101 East 5th Street, Ste. 2400 St. Paul, MN 55101	<ul style="list-style-type: none"> • Resolves questions on bankruptcy accounts which have been transferred from CSAC to TGA. • Repurchases of bankruptcy accounts.

CSAC E-Mail Addresses

EXECUTIVE OFFICE

<i>Executive Director</i>	Jon Shaver	jshaver@csac.ca.gov
Secretariat Office		secretar@csac.ca.gov
	Sharon Flanagin	sflanigi@csac.ca.gov
	Sharon Perrone	sperrone@csac.ca.gov

ADMINISTRATION DIVISION

		admin@csac.ca.gov
<i>Deputy Director</i>	Jackie Tsang	jtsang@csac.ca.gov
Information Security Office		infosec@csac.ca.gov
<i>Manager</i>	Joe Ramos	jramos@csac.ca.gov
Program Compliance Review Office		
<i>Manager</i>	Rosemary Phillips	rphillip@csac.ca.gov
Support Services Office		suptsvcs@csac.ca.gov
<i>Manager</i>	Don Edmonds	dedmonds@csac.ca.gov
<u>Business Services Section</u> <u>(Publications Shipping Center)</u>		
	Mary Fukui	mfukui@csac.ca.gov

DEFAULT MANAGEMENT DIVISION

<i>Deputy Director</i>	Becky Stilling	bstillin@csac.ca.gov
COLLECTIONS BRANCH		
<i>Chief</i>	Ken Tarr	ktarr@csac.ca.gov
Post-Default Services Office		
<i>Manager</i>	Theo Hoppers	thoppers@csac.ca.gov
Internal Collections Office		collect@csac.ca.gov
<i>Manager</i>	Patty Newman	pnewman@csac.ca.gov
Admin Wage Garnishment/Collection		
Contracts Mgmt/Litigation Office		
<i>Manager</i>	Will Fong	wfong@csac.ca.gov
<u>Admin Wage Garnishment Section</u>		awg@csac.ca.gov
<u>Contracts Management Section</u>		cacntrct@csac.ca.gov
<u>Litigation Section</u>		litigate@csac.ca.gov

DEFAULT PREVENTION, AND CLAIM BRANCH

<i>Chief</i>	Alan Staton	astaton@csac.ca.gov
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Claims Office

<i>Manager</i>	Leslie Naake	claims@csac.ca.gov lnaake@csac.ca.gov
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Default Prevention Office

<i>Manager</i>	Coleen Haynes	dfltprev@csac.ca.gov chaynes@csac.ca.gov
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FINANCIAL AID SERVICES DIVISION

Deputy Director	Tom Billard	tbillard@csac.ca.gov
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CLIENT SERVICES BRANCH

Manager	Rhonda Mohr	clientsrv@csac.ca.gov rmohr@csac.ca.gov
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Los Angeles Regional Office

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Sacramento Regional Office

Lawrence Gallardo	lgallard@csac.ca.gov
Kathy Ocsenas	kocsenas@csac.ca.gov

APPLICATION & FILE SERVICES BRANCH

Chief	Rob Quider	afs@csac.ca.gov rquider@csac.ca.gov
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Application Services Office

Manager	Bob Ruiz	r Ruiz@csac.ca.gov
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File Services Office

Manager	Brenda Vinson	bvinson@csac.ca.gov
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CUSTOMER SERVICE BRANCH

Chief	Jim Garcia	custsvcs@csac.ca.gov jgarcia@csac.ca.gov
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LENDER SERVICES BRANCH

Chief	Therese Bickler	lsbmail@csac.ca.gov tbickler@csac.ca.gov
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INFORMATION MANAGEMENT SERVICES DIVISION

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Asst Chief Info Officer

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GRANT & LOAN SYSTEMS MGMT BRANCH

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PUBLIC/GOVERNMENTAL RELATIONS DIVISION

Deputy Director

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STATE/FEDERAL RELATIONS BRANCH

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RESEARCH/POLICY ANALYSIS BRANCH

Manager

Don Hills

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